

TELECOMMUNICATIONS BULLETIN

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From:

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Local Telephone Directories

The Telecommunications Coordinator for each state agency is responsible for securing local telephone directories for their offices. Many Local Exchange Carriers (LECs), such as SBC (formerly Ameritech), may have subcontracted the printing of local telephone directories and have processes in place for contacting all area businesses (including state agencies) to determine the number of local directories needed at each street address. In Springfield, SBC will be calling offices and making inquiries to assure a sufficient number of local directories will be provided. Consolidated Communications (formerly McLeodUSA) has already begun contacting agencies to determine the number of Yellow Book – Springfield Area copies that will be needed.

If you have not been contacted directly and have not placed an order for delivery of new local telephone directories, you should contact the customer service department of your LEC. Offices in SBC service areas throughout the state can call (800) 346-4377 to request printed copies of their local telephone directory. Offices in Verizon service areas should call (800) 888-8448 to request local directory copies. In areas where local service is provided by another independent telephone company, your agency should call the customer service number listed in the front of your current local directory.

The printing date of new local directories varies from carrier to carrier throughout the service areas of Illinois. Customer service for each LEC can advise you when their new local directories will be available. To avoid charges for delivery of local telephone directories, Telecommunications Coordinators should have each branch office order their own local books. Local service providers will deliver local directories to their customers at no charge. If, for example, a Telecommunications Coordinator in Springfield orders directories for a branch office in Rockford, the agency will be charged for those books since the request came from a non-Rockford based source.

In Springfield, the new SBC directories will be available in December. SBC will again offer electronic directories (CD's) in some areas including Springfield, Chicago, Champaign, and Peoria. The CD can be loaded to your agency's LAN and shared by all users. If interested in this option, ask your LEC if a CD is available in your area, and once obtained, provide this to your system administrator. If your agency has personnel who travel frequently or routinely use directory assistance in other municipalities, you may wish to consider obtaining directory CDs from cities frequently visited or contacted by your staff. The CDs can be loaded on laptops or LANs that

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will make directory information available to employees who lack Internet connectivity. If you are interested in an electronic directory from another city or service area, you can inquire whether a CD is available by contacting the customer service department for the LEC in that area. These CDs may be a useful tool in avoiding DA costs of up to \$1.00 per call.

Several state agencies have toll free "business page," "government page," and "yellow page" listings in SBC directories that may be subject to additional charges. In a cost-saving measure, the old phrase "*toll free Dial 1 and then*" has been - or will be - eliminated from SBC directories. SBC consumer studies show that most people recognize 8XX, 800, 888, 877, and 866 as toll free numbers, so the dialing instructions are superfluous.

Business and Government Page Instructions

To continue using the toll free instructional phrase in the business and/or government pages, your agency must submit a Telecommunications Service Request (TSR) ordering the inclusion of the additional language in the business page and/or governmental page listing(s). There will be an additional charge (\$13.00 per month, for example, in the Springfield directory) for retaining "*toll free Dial 1 and then*" to your listing. To determine the cost for your agency's business page or government page listing, please contact Twana Brooks (217) 782-8885.

Yellow Page Instructions

Agencies contract directly with SBC to place yellow page advertisements, and SBC bills agencies directly for yellow page services. To continue using the toll free instructional phrase in yellow page listings, agencies must contact SBC Ameritech Advertising Services at (800) 346-3988. SBC representatives will assist in determining the cost of your agency's yellow page advertisement(s).